

MTA STUDENT AND EDUCATION EMPLOYEE UPGRADE OFFER TERMS & CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY AND IN FULL. THEY CONTAIN CERTAIN CONDITIONS AND RESTRICTIONS ON THE AVAILABILITY AND USE OF STUDENT AND EDUCATION EMPLOYEE UPGRADE OFFER, INCLUDING WHAT HAPPENS WHEN THE UPGRADE PERIOD ENDS.

Introduction.

This STUDENT AND EMPLOYEE UPGRADE OFFER (the “Upgrade Offer” or “Offer”) is made available by MTA to eligible residential accounts, and the [Internet Service Agreement and Website Terms of Use apply](#) (“MTA Terms of Use”).

The Offer.

The Upgrade Offer entitles eligible residential internet accounts to be upgraded from their current internet plan to MTA’s fastest residential plan with unlimited data currently available (ie without having to dispatch personnel) to the service address, without charge, in the form of a monthly invoice credit (“Upgrade Credit”), and with no installation fee (a value of \$125) from the moment your customer request form is fully processed by MTA until, depending on your billing cycle, either May 30th or June 14th (“Free Upgrade Period”). Eligible customers have: (A) 1 or more K-12 or college-enrolled-students, or (B) education employee(s), for educational institutions, currently living in the customer household.

For eligible customers that do not receive MTA internet service as of March 17, 2020, you agree to initially purchase the Basic Unlimited Plan (\$98.99/per month) and pay for all applicable installation fees. Upon commencement of internet service and while paying for the Basic Unlimited Plan, during the Free Upgrade Period, your Basic Unlimited Plan will be eligible to be upgraded to MTA’s fastest residential plan with unlimited data currently available to the service address. If your base plan is downgraded or terminated from the Basic Unlimited Plan during the Free Upgrade Period, you will no longer be eligible to receive the Upgrade Offer. All other MTA Terms of Use and terms of the Upgrade offer as set forth herein apply.

Offer must be claimed by close of business on May 11, 2020. Offer cannot be transferred or altered and has no cash value. Offer can only be combined with the following discounts if these discounts are already associated with the customer’s account: 1) Senior Citizen Discount, 2) Education Unlimited, 3) Business Partner, 4) Lifeline, and 5) Tech The Halls 2019. This Offer cannot be combined with any other offer, or discount not listed above.

By submitting your customer request form and verified eligibility document (as described in the COVID19/Student and Education Employee Discount Policy), you accept and agree to these Upgrade Offer Terms and Conditions, and acknowledge and agree to the MTA Terms of Use. Other terms and conditions may apply.

Duration and Cancellation.

Offer must be claimed by close of business on May 11, 2020. Upgrade credits will last until the end of the billing cycle in which the student or education-employee household member’s 2019-2020 school year terminates and terminating for all customers no later than May 30th or June 14th (depending on each customer’s applicable billing cycle). MTA reserves the right to refuse, modify or to earlier terminate this Offer at any time and for any reason. After such time, MTA shall not be obligated to redeem any further attempts to accept this Offer. If customer disconnects their qualifying internet plan during the Free Upgrade Period, any remaining credits associated with this Free Upgrade Period will be forfeited.

After the Free Upgrade Period, you will automatically be charged the full, non-discounted price of the then-current monthly price of the Internet Plan you were upgraded to, and the payment method you provided

will automatically be charged that amount, unless you cancel prior to the end of the Free Upgrade Period. You may downgrade your plan at any time without penalty, but are responsible for the upgraded plan cost through the date of downgrade.

To cancel, you must call (907-745-3211), log into your MTA account and follow the prompts on the Account page. If retail stores are open, you may visit one of our retail stores and cancel (for store hours, [click here](#)).

Eligibility.

This Offer is only available to current MTA customers with a K-12 or college student or education employee currently living in the customer's home, and is contingent on customer's submission of an acceptable verification document submitted at the time of application for the Offer. Homes with students or education employees that do not have MTA internet service as of March 17, 2020, will be offered the fastest internet plan with Unlimited data currently available at their location for the price of the Basic Unlimited Plan (\$98.99 per month) plus applicable installation fees. Participants must keep their account paid current for all past and current charges, and ensure that account information is accurate and up-to-date.